

## Aly Young Law Limited

### Complaints information

Aly Young Law Limited prides itself in ensuring excellent customer service and the highest possible standards of legal advice.

If you are dissatisfied with any aspect of your relationship with us, please (in the **first** instance) raise your concerns with the person who is carrying out your work.

If this does not resolve your issue, your **second** step should be to contact Aly Young, who is the owner of Aly Young Law Limited. She will personally try to resolve any concerns you have.

If you are still not happy, then as a **third** option, you may contact our external complaints handler, Keith Betts, who is the owner of Robson & Co Solicitors, whose address is 147 High Street, Hythe, Kent CT21 5JN. His email is [keith@robson-co.co.uk](mailto:keith@robson-co.co.uk).

**Finally**, if your complaint is still not dealt with to your satisfaction, you may complain to the Legal Ombudsman whose address is PO Box 6806, Wolverhampton, WV1 9WJ, telephone 0300 55 0333 and email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

As we are regulated by the SRA, you may also report us to them for anything which amounts to serious misconduct, such as acting illegally or dishonestly. Their address is The Cube, 199 Wharfside Street, Birmingham, B1 1RN or email [report@sra.org.uk](mailto:report@sra.org.uk).

You should be aware that as a separate right, you may apply to the court for an assessment of your invoice under Part III of the Solicitors' Act 1974 and, if all or part of our bill remains unpaid, we may be entitled to charge interest.